

MEMORANDUM

2/26/2010

TO: Joe Adler, Director, Office of Human Resources
FROM: Chris Cihlar, CountyStat Manager
SUBJECT: 2009 Internal Survey-OHR

The following items were identified for follow-up during the 2/26/2010 CountyStat meeting:

Conduct focus groups to identify specific areas of concern related to communication, professional knowledge, success rate, and information.

Responsible parties: OHR
Other parties involved: CountyStat
Deadline: 3/31/2010

Report on customer satisfaction strategies - both evaluation and implementation strategies - used in other jurisdictions or identified by professional organizations.

Responsible parties: OHR
Other parties involved: none
Deadline: 3/31/2010

cc: Timothy Firestine, Chief Administrative Officer
Fariba Kassiri, Assistant Chief Administrative Officer